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ABSTRACT

A study of the information needs of rural services clientele was undertaken in New Mexico to define the services that the state library should provide. A survey about information needs was prepared and mailed to post office box holders, randomly selected, in rural areas of the state. In all, 1,200 surveys were distributed. Responses were received from 16 percent (195). Ninety percent of those returning surveys use public, school, or college library services. Reading interests cover a broad range of subjects and reading levels, and are consistent throughout the state. One hundred and thirteen households use the bookmobiles, and most prefer afternoon stops. Respondents indicated that videos were the service they would most like to see added, with books on tape and large print materials following. Costs of operating the bookmobiles were also calculated. The survey and cost study resulted in recommendations for improvement of the services and facilities, mainly new bookmobiles, to improve rural services. A timeline for accomplishing the recommendations is included. Appendixes contain the questionnaire, an analysis of responses, cost data, statistics for 1991-92, and a vehicle inventory. (SLD)

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NEW MEXICO STATE LIBRARY

RURAL SERVICES STUDY

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RURAL SERVICES STUDY

September, 1992

RURAL SERVICES STUDY

BACKGROUND:

The State Library has provided direct rural library services since 1929 when the New Mexico Legislature created the agency to provide extension services. During the early years, the service provided was the loan of book collections to libraries where they existed, and to schools and organizations where they did not.

In 1956, using funds from the Library Services Act, the State Library established a regional bookmobile system serving the states rural population. The service consisted of regularly scheduled visits to established "stops" where individuals could board the bookmobile and make their selection from the 2500-3000 volumes the vehicle carried. Over the years, attempts were made to provide the clientele with access to "library-related programming." The programming included photography workshops, the showing of films, story hours, and crafts classes. While some of these were offered over a period of time, all were eventually abandoned for a number of reasons. Those recorded are 1) relatively short duration of the bookmobile stop; 2) inadequate staff to handle both the programming and the selection/circulation assistance required by those selecting books; 3) lack of suitable space for showing of films; 4) lack of interest from individuals using the bookmobile; and 5) insufficient numbers of individuals using the bookmobile at the stop.

In the mid 1970s, the books-by-mail program was established to augment the bookmobile service. Originally, the program was intended for those rural citizens who lived too distant from the bookmobile stops. The service offered was a catalog of materials from which the individual could make their selections. The books selected were then mailed to the individual.

Together, the bookmobiles and the books-by-mail service comprise the State Library's Rural Services Program.

PURPOSE:

Impetus for the study came at a time when the State Library was looking critically at all of its programs and activities, preparatory to writing an agency-wide strategic plan. The result was the Library's Strategic Plan for 1991/1992 which under Goal 1, Objective 1, identified "a study of the information needs of rural services clientele, leading to a possible reorganization of the program" as a major task.

There were other reasons as well. First, the cost of the bookmobile program which is supported primarily with federal funds, has increased to the point where it requires eighty percent of the available LSCA Title I funds. Secondly, we estimate that the rural services program serves three percent of the eligible population -- the program needs to serve a greater number of people! Finally, there is the question of vehicle replacement. The Library has made many attempts over the years to obtain state funding for the purchase of bookmobiles but it has never been successful in doing so. The problem has become increasingly more difficult as the cost of the program absorbs more and more of the available federal funds. The last vehicle purchased (1990) could only be bought after the builder agreed to accept several payments spread over two fiscal years.

The Library has managed to replace bookmobiles when they are about 11-12 years old. Keeping them on the road that long (national standards indicate they should be replaced every 6-8 years) has increased costs because of the need for more frequent and serious maintenance and repairs. It also places staff in a dangerous position when they take increasingly unreliable vehicles on the road. Breakdowns do happen and often they occur in isolated areas with no assistance available.

STUDY GROUP:

The Study Group was composed of those members of the State Library staff who developed the rural services objectives and tasks for the Strategic Plan. The group was augmented by the addition of Betsy McIntosh of El Rito who was invited to participate because of her expressed interest in rural library services. Staff comprising the group were:

Mark Adams
Paul Agriesti
John Anaya
Fred Barraza
Patricia Casteel
Mary Ann Flores
Elaine Goodman
Katherine Higgins
Dan Monrreal
Edward "Corky" Montoya
Judy Sanchez
Ingrid Vollnhofer

While all members of the group contributed to the discussions and in the development of the survey instrument, individual note must be taken of the effort Mark Adams made to assure that the survey was statistically correct.

STUDY CHARGE:

The Rural Services Study Group was charged with the preparation of a study of the informational needs of the rural clientele, and to define what the State Library services to the rural citizens included.

Components of the study were to be:

1. Purpose of Rural Services
2. Identification of the Clientele Served
3. Identification of the Services Offered
4. Identification of Clientele Needs/Wants
5. Identification of Possible Expanded Services
6. Statement of the Problems Encountered in both the operation of the vehicles and in acquiring replacement vehicles.
7. Recommendations

GETTING STARTED:

The Study Group, with the exception of Mrs. McIntosh, had worked together previously in identifying objectives and tasks for the rural services program and had already identified issues that required being addressed. Much of the group time therefore was spent in discussing and developing a survey instrument.

The resultant survey was distributed to a random selection of post offices. Of the fifty-nine post offices that are located in the bookmobile service areas, twenty were selected (five in each of the four areas). Surveys were mailed to fifty box holders in each of the twenty post offices. Additionally, in each of the four areas, fifty surveys were sent to individuals receiving their mail on rural routes. Altogether, 1200 surveys were distributed.

SURVEY RESULTS:

The survey was mailed in March, 1992. Three weeks were allowed for their return. At the period's end, sixteen percent or 195 of the 1200 surveys distributed had been returned.

Complete results appear as an appendix to this document. Briefly, the survey indicated:

1. Ninety percent of the households returning the survey make use of library services, either public, school or college. Of the respondents, 173 households indicated they used libraries; 20 households did not use any library services. 53 respondents reported using school libraries; 31 reported using college libraries; and 116 reported using public libraries.

Many respondents reporting use of public libraries indicate traveling varying distances to use their services -- distances ranging from ten miles to over 80 miles, one way. Interestingly, the individual indicating the need to travel over 80 miles one way did not appear to think that excessive; rather, it seemed that they were willing to go that distance when necessary but felt the bookmobiles provided an important service in between trips. Also there is evidence that those who appeared to feel that distances of five to ten miles to meet bookmobile stops excessive were citizens who either did not have transportation or were aged. Reasons most often given for not using rural services were: 1) stop times inconvenient; and 2) a lack of knowledge of the program -- how to use it, who can use it and when and where it can be used, etc.

2. The ages of respondents to the survey ranged from less than one year (7 months) to 90 years old. 109 households representing 509 individuals responded to the survey. The mean age (average of the 509 ages) was 35.4 years old. In determining the median age, (the set of ages that fall in the middle of a ranked order), and the mode age, (the set of ages where the largest number of respondents were), the data was grouped in in increments of ten years. e.g. 0-9, 10-19,...90-99. In this survey, the median age was in the 30-39 range. The mode was in the 0-9 range.

3. Nearly all respondents indicated that they or some member of their household used the services of a library. Fifty-three reported using school libraries; 31 reported using college library services; and 116 said they used the services of public libraries. Many reported using more than one type of library.

4. Reading interests cover a broad range of subjects and reading levels. Greatest interest was expressed in Southwest materials -- followed in diminishing order (from most frequently mentioned to least frequently mentioned) by Arts and Crafts; Farming; Gardening; Ranching; Serious Fiction and Classics; Westerns; Mysteries; Reference; Environmental Concerns; Biography; Consumer Information; Religion and Inspiration; Romance; Picture Books; Health Care; Business Information; Career and Job Skills; Science Fiction; Politics; Spanish Language Materials; and New Age.

   These reading interests did not differ in the four service areas -- they are uniform throughout the areas surveyed.

5. Fifty households reported owning personal computers; ten of these have modems. Thirty-six households reported having "access" to FAX.

6. One hundred and thirteen households indicated that they used the bookmobiles; 77 indicated that they did not.

   Seventy households indicated that they used books-by-mail; 104 said they did not.

   There were a number who said they used both; and, there were those who did not use either.

   Reasons given for not using the bookmobile and/or books-by-mail programs included: 1) hours were not convenient; 2) were not aware of the program; 3) stops were too far away; 4) choice of materials was limited; 5) thought it was only for children; and 6) were not interested or had no time for reading.

   The reason most often given was that the hours the bookmobile was available was not convenient.

7. Responses most often given to the question asking what information or materials was difficult to obtain were: 1) current affairs; 2) current encyclopedias; 3) reference materials; 4) medical information; and 5) current environmental data.

8. The majority of households (65) preferred afternoon stops; this was followed by 58 households that preferred morning stops. Thirty-six households wanted evening stops and 33 households would like weekend stops.

9. Responses to the question asking why respondents did not use the rural services program were varied but included: 1) stop times were inconvenient; 2) a lack of knowledge of the program; 3) a preference for using nearby libraries; and 4) insufficient time for or a lack of interest in reading.

10. Asked what services they would like to see offered, the respondents requested: 1) videos; 2) books on tape; 3) large print materials; 4) computer programs; and 5) a copy machine.

11. There were few comments, criticisms or suggestions made. Included were: 1) stop times are not convenient; 2) the stop schedule is not known; and 3) "YOU NEED A NEW BOOKMOBILE."

COSTS:

A search of the library literature did not produce a widely accepted method of determining program costs. Rather, what the literature did reveal is that there is a lack of cost data for bookmobile and books-by-mail programs nationally.

To determine the cost of the New Mexico rural service program, the 1) total operational costs; 2) the local government contributions; 3) the cost of the support services provided by other units of the State Library; and 4) the cost of the vehicles, prorated over their life expectancy, were totaled; then divided by the number of borrowers and the number of circulations to provide a per unit cost.

All of the four items above were totaled, yielding a program cost of $522,704.03 for the 91/92 fiscal year. For both units of the rural services program, the per circulation cost was determined to be $2.50; the cost per borrower is $55.17. Individually, the per circulation cost of the bookmobiles is $2.44; the cost per borrower is $56.77. For books-by-mail, the per circulation cost is $2.93 and the cost per borrower, $47.93. (See table below).

	Bookmobiles	Books-By-Mail	Both Programs
Per Ciculation:	$ 2.44	$ 2.93	$ 2.50
Per Borrower Cost:	$56.77	$47.93	$55.17

RECOMMENDATIONS:

As a result of the data obtained in the rural services study and survey of users, the following recommendations are made. They are grouped according to subject:

Public Awareness (Publicity):

1. We recommend that a major publicity campaign be undertaken. This should be done with the advice and assistance of the Public Information Officer. This is considered important for two reasons. First many of the survey respondents indicated that they were not aware of the rural services program, giving that as the reason for their not making use of the program. Secondly, it is estimated that the program serves approximately three percent of the state's eligible rural population -- every effort should be made to reach a greater number!

Vehicles (Acquisition):

2. For the past four legislative sessions, the Library has been unable to obtain state funding for the replacement of bookmobiles. Bookmobiles have been kept in operation past the point when it is safe or economical to do so.

   It is important that the Library create an atmosphere which allows for the purchase of vehicles when they are needed without hassle. If possible, a viable replacement schedule should be put in place.

Programming:

3. Review the bookmobile stop schedules and make appropriate changes where indicated. This should include an analysis of the survey data that deals with stop times and make any adjustments possible that suit the greatest number of users. If possible experiment with weekend and evening hours and consider longer and more centralized stops which would allow time for reference, reader's advisory assistance and perhaps some programming.

4. Add a small number of videos to the bookmobile collections on a trial basis and evaluate their use.

5. In areas where they would be used, carry a selection of large-print books for readers with sight problems.

6. All bookmobiles should carry a set of encyclopedias.

7. Place a collection of appropriate ready reference materials on each bookmobile. This should be done with the assistance of Development and Reference staff.

8. Evaluate the rural services participation in the summer reading program. Along with the Development staff, determine what other programming might be appropriate in order to broaden access to library services.

9. Explore the possibility of reactivating the advisory groups that formerly existed in each service area. They could be a powerful support group in addition to providing citizen input for the program.

Procedures:

10. The collections of both the bookmobiles and the books-by-mail programs should be analyzed to assure that they meet the needs of the rural citizens as expressed in the survey.

11. Once the collections are analyzed, the rural services books and materials selection policies should be updated, formatted according to the State Library's policy statement; then, made a part of that document.

12. The role of the rural services program should be determined -- doing so with the assistance of the Development staff to assure that the program's relationship to statewide library development is identified and understood.

13. The rural services policies and procedures manuals should be rewritten and followed uniformly in all four service areas. The rules should be simplified in order to allow access to as large a number of users as is possible.

Training:

14. Training should be provided to the bookmobile staff to assure they have the necessary knowledge to address these recommendations. This could be done in a series of staff workshops conducted by the Development and Reference staff.

Additional Study and Follow-Up:

15. A study should be made of the mail order services provided in other states. This should be done in order that credible comparisons can be made when considering services and costs in the delivery of library services by bookmobile and by mail order programs.

16. Each of the fifteen recommendations made in this document should be addressed by July 1, 1993 and the result of each be made a part of this document. This document and the follow-up activity is to be forwarded to the Management Team.

17. Conduct an experiment linking a rural services patron having modem capability to the the State Library's electronic bulletin board.

18. Assure that the four rural services headquarters have the equipment necessary to participate in SALSA.

TIME LINE FOR ACCOMPLISHMENT OF RECOMMENDATIONS

RECOMMENDATIONS:	JANUARY 1993	FEBRUARY 1993	MARCH 1993	APRIL 1993	MAY 1993	JUNE 1993	JULY 1993	AUGUST 1993	SEPTEMBER 1993	OCTOBER 1993
1. Public Awarness (Publicity Campaign) Concerted Effort at Beginning; Ongoing.	----	----	----	----	----	----	----	----	----	----
2. Acquisition of Vehicles (Purchase Bookmobile for Belen; Establish Replacement Schedule.	----	----	----							
3. Review Schedules; Plan Evening Stops; Weekend Hours, etc.	----	----	----	----	----	----				
4. Experiment with Videos on Bookmobiles.	----	----	----	----	----	----				
5. Establish Large Print Collections on Bookmobiles.	----	----								
6. Develop Access to Encyclopedias (CD-ROM).	----	----	----	----	----	----				
7. Establish Ready-Reference Collections.	----	----	----	----						
8. Evaluate Summer Reading Program.	----	----	----	----	----					
9. Establish Advisory Groups.	----	----	----	----	----	----	----	----	----	----
10. Analyze Bookmobile Collections.	----	----	----	----	----	----	----	----	----	----
11. Revise Selection Policy.	----	----	----	----	----	----	----	----	----	----
12. Determine Role of Rural Services in Relation to Development.	----	----	----	----	----	----	----	----	----	----
13. Rewrite Procedures Manual.	----	----	----	----	----	----				
14. Develop Training Program.	----	----	----	----	----	----	----	----	----	----
15. Investigate Catalog Programs in Other States.	----	----	----	----	----	----	----	----	----	----
16. Follow-Up Reports to the Management Team.	----	----	----	----	----	----	----	----	----	----
17. Rural Services/Electronic Bulletin Board Experiment.	----	----	----	----	----	----	----	----	----	----
18. Prepare for Rural Services Participation in SALSA.	----	----	----	----	----	----	----	----	----	----

APPENDICES

Survey Questionnaire

Analysis of Survey Returns

Cost Data

1991/1992 Statistics

Vehicle Inventory

SURVEY QUESTIONNAIRE

NEW MEXICO STATE LIBRARY

RURAL LIBRARY SERVICES SURVEY

The New Mexico State Library provides service to rural residents who do not have access to a local library. The service is provided via four bookmobiles, head-quartered in Cimarron, Belen, Tucumcari and Fort Bayard. They make monthly stops in 28 of the 33 New Mexico counties. The Books-by-Mail program is a supplemental service, headquartered in Santa Fe, which provides popular paperback titles through quarterly catalogs.

Our purpose in undertaking this survey is to determine how well we are meeting the library needs of rural citizens and to obtain data for future program directions. *Your assistance in completing and returning this postage-paid questionnaire is appreciated.*

1. Is anyone in your household a library user? YES____ NO____

2. Ages of the people in your household? _____

3. Do you use any of the following libraries? School____ College____ Public_____

4. Please check what type of books would interest your household?

____Homemaking (Cooking, Sewing, home repair, etc.)
____Arts and Crafts
____Farming, Gardening, Ranching
____Consumer Tips/Energy Saving
____Environmental Concerns/Wildlife
____Religion/Inspirational
____Politics, National and International
____Spanish Language Materials
____Biography
____Serious Fiction/Classics
____Career/Job skills
____Health/Child Care

____Southwestern
____Science Fiction
____Romance
____Mysteries/Suspense
____New Age/Occult
____Westerns
____Picture Books
____Elementary Level
____Junior and High School
____Business information
____Reference Materials
____Others (list)

_____
_____
_____

5. Do you own a personal computer? YES____ NO____ Do you have a modem that allows you to subscribe to a network service? YES____ NO____ Do you have access to a fax machine? YES____ NO____

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6. Are you a Bookmobile user? YES____NO____ Are you a Book-by-Mail user? YES____ NO____

7. What sort of information or materials is the most difficult for you to get? _____

_____

8. What time of the day would you prefer to use the bookmobile?
Morning____ Afternoon____ Evening after 5:00 p.m.____ Weekend stop____

9. If you do not use the bookmobile or Books-by-Mail please tell us why? _____

_____

10. Are there any library services, programs or materials you would like to see provided? _____

_____

11. Please add any comments, criticisms, or suggestions which you have about the Bookmobile or Books-by-Mail programs. _____

_____

_____

_____

_____

_____

Instructions

After you have finished answering the questions, please return survey in the envelope provided. Please return within two weeks of receipt.

You do not need to sign your name if you do not wish to, but please provide the name of your town.
Name _____ Town _____

Daniel Monrreal
Director of Rural Services
Phone: (505) 827-3812

ANALYSIS OF SURVEY RETURNS

Question 1: Is anyone in your household a library user?

	Yes	NO
NE	46	3
W	42	3
E	45	8
SW	40	6
TOTAL	173	20

Question 2: **Ages of people in your household?**

YEARS	F (FREQUENCY)	X (CLASSMARK)	F x X
0-9	88	4.5	396
10-19	78	14.5	1131
20-29	37	24.5	906.5
30-39	82	34.5	2829
40-49	74	44.5	3293
50-59	65	54.5	3542.5
60-69	47	64.5	3031.5
70-79	33	74.5	2458.5
80-89	4	84.5	338
90-99	1	94.5	94.5
TOTAL	509		18020.5

MEAN AGE=18020.5/509=35.4

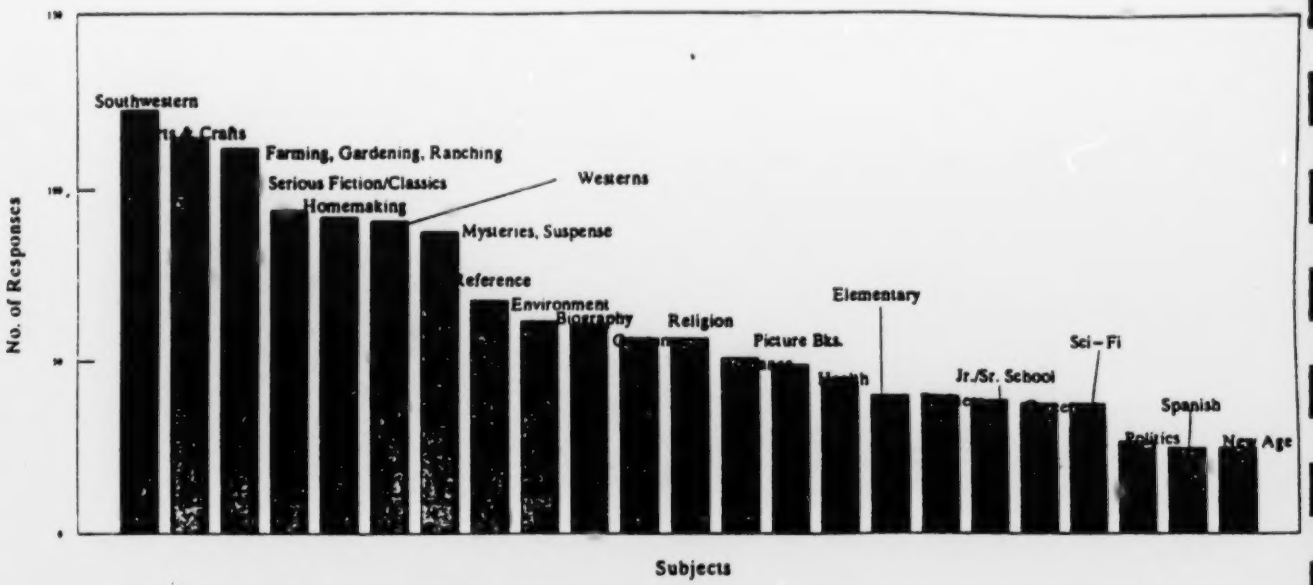
MODE=AGE 0-9

MEDIAN AGE=30-39

Question 3: Do you use any of the following libraries: School, College or Public?

	School	College	Public
EAST	18	4	30
NORTHEAST	17	12	39
SOUTHWEST	7	7	27
WEST	11	8	20

Question 4: What type of books would interest your household?



Question 5: Do you own a personal computer? Do you have a modem that allows you to subscribe to a network? Do you have access to a fax?

NORTHEAST. (51 total responses)
13 own a pc.
2 own a modem.
10 have access to a fax.

EAST. (52 total responses)
13 own a pc.
4 own a modem.
12 have access to a fax.

SOUTHWEST. (45 total responses)
13 own a pc.
1 owns a modem.
9 have access to a fax.

WEST. (45 total responses)
11 own a pc.
3 own a modem
5 have access to a fax.

Question 6: Are you a Bookmobile user, yes or no? Are you a Book-by-Mail user, yes or no?

	Bookmobile		Books-by-Mail	
	Yes	No	Yes	No
NORTHEAST.				
Angel Fire	0	1	0	1
Buena Vista	2	0	2	0
Golondrinas	2	0	1	0
Guadalupita	4	1	0	5
Mora	0	1	0	1
Ocate	9	4	4	8
San Cristobal	5	4	3	6
San Lorenzo	0	1	0	1
Tres Piedras	5	9	12	3
total	27	21	22	25
EAST.				
Carrizozo	0	1	0	1
Causey	4	2	2	2
Corona	6	6	6	4
Lake Arthur	4	4	0	8
Logan	2	0	2	2
Mosquero	10	3	7	5
San Jon	4	7	4	7
total	30	23	21	29
SOUTHWEST.				
Central	0	5	1	4
Cloudcroft	5	8	2	11
Mayhill	8	4	5	6
Mimbres	0	1	0	1
Monticello	6	0	0	5
Orogrande	5	1	0	3
Silver City	1	0	1	0
total	25	20	9	30
WEST.				
Blanco	3	3	2	4
Bluewater	5	2	2	3
Navajo Dam	1	0	0	1
Paguate	2	0	1	1
Pietown	8	8	8	8
Quemado	1	0	0	1
Regina	11	0	5	2
total	31	13	18	20
	113	77	70	104

Question 7:
What sort of information or materials is the most difficult for you to get?

EAST
San Jon.
1. More on job tastes and real estate.
2. Current magazines and periodicals.
3. Recent value guide for stamp values.
4. Medical information.
5. Graphology analysis.
Mosquero.
6. I live in Harding Co. which has no library.
7. Professional journals.
8. None.
9. Some older publications.
10. None to date.
11. Have not had any difficulty to date.
12. Good current Christian books.
Logan.
13. Current affairs and encyclopedias or reference materials.
Lake Arthur.
14. None.
15. I've never had any problem finding what I need at Artesia or Roswell.
16. Our bookmobile has a very balanced reading selection.
17. Reference.
18. Engineering, computers and reference materials.
19. Spanish language materials.
20. Religious, or any material pertaining to Catholicism.
Corona.
21. None.
22. Books on arrowheads and Indian artifacts and painting.
23. I've always received whatever I wanted.
24. Good book on N.M. history, history of Mexico and Indians in N. Mex.
25. Up to date information on nutrition.
26. We've had no difficulty obtaining what we want from BBM and Bookmobile.
27. Arts and crafts, sewing.
Causey.
28. Usually anything we need.
29. N/A.
30. None.

NORTHEAST
Tres Piedras.
1. Medical books.
2. Guess I haven't run into this problem.
3. So far I have not had any trouble as I have not requested much.
4. Reference, how-to-legal, do-it-yourself.
5. About education.
6. Up to date cookbooks.

Question 7: . (continued)

San Cristobal.
7. Farm water irrigation.
8. Books on specific subjects, i.e., metal lathe and millwork, silversmithing.
9. Good historical research re: Hispanics.
10. Regional news and public affairs.
11. Spanish novels.
12. I haven't had any difficulty in obtaining information or materials.
Ocate.
13. Technical application of modern building methods.
14. New releases.
15. None yet.
16. I've been successful in getting all the materials I've needed.
17. Inspirational.
18. Nothing.
Mora.
19. Updated environmental figures.
Guadalupita.
20. Non-mainstream, alternative.
21. Best sellers.
22. None.
Golondrinas.
23. Business.
24. Reference books, i.e., Thomas directories; Trade Names.
Buena Vista.
25. Reference on epileptics.
26. Whenever we requested materials, personnel has bent over backward to research specific materials when requested.

WEST
Regina.
1. Health, self-help books.
2. Avant guard art books and publications, book review publications, understandably!
3. Children's books, animal books.
4. Geological bulletins on New Mexico.
5. Daily newspaper.
Quemado.
6. Louis L'Amour book of poetry.
Pietown.
7. Specific books--but the bookmobile seeks them out.
8. Older boks on history of the West and Southwest.
9. Ranch--computer info.
10. Right now I am attending night school for my GED.
11. Out of date reference/non fictional material.
12. Tried a couple of time to get spanish language tapes--never could. (Want to!).
13. You have found anything we needed.
14. New age spiritual.
15. Reference.
Paguate.
16. Auto repairs.

Question 7: (continued)

17. Native language in navajo (tapes), they include children's storys.
Bluewater.
18. Informative or books on early civilization.
19. Arts and crafts.
Blanco.
20. None.
21. None.
22. Legal.

SOUTHWEST
Orogrande.
1. Philosophy--psychology.
2. Anytime I've asked for books/info they've been brought next trip!
Monticello.
3. None.
4. Our bookmobile people are very helpful and have gotten whatever I've asked for.
5. Our bookmobile staff is always glad and able to obtain requests.
Mimbres.
6. Educational--new ways of quilting and crafts.
Mayhill.
7. None.
8. I haven't had any problems getting anything I needed.
9. Books on do it yourself projects.
10. None.
11. Christian reference and study books.
12. Would like more information on AIDS awareness.
Cloucroft.
13. Consumer info.
14. Self-improvement, people skills.
15. Best sellers, movie books, biog. of famous people.
16. None in particular.
17. A variety of children's books.
18. Best seller selections.
19. Current political materials.
20. Have not had difficulty in finding what I need.
Central.
21. Reference material.

Question 8: What time of day would you prefer to use the bookmobile?

	Morn.	Aft.	Even.	WE.
NORTHEAST.				
Buena Vista	1	1	1	0
Golondrinas	1	2	0	0
Guadalupita	5	1	1	1
Mora	0	1	1	1
Ocate	8	2	1	0
San Cristobal	4	1	2	2
San Lorenzo	0	1	0	0
Tres Piedras	1	4	4	5
EAST.				
Carrizozo	0	0	1	0
Causey	5	0	0	0
Corona	1	5	2	0
Lake Arthur	0	3	4	2
Logan	1	1	0	0
Mosquero	1	9	1	0
San Jon	2	4	2	4
SOUTHWEST.				
Central	1	2	1	3
Carrizozo	6	4	4	4
Mayhill	3	5	1	2
Mimbrres	1	1	1	1
Monticello	5	0	1	0
Orogrande	1	3	0	0
Silver City	0	0	1	1
WEST.				
Blanco	0	1	3	2
Bluewater	3	0	1	2
Navajo Dam	0	0	0	0
Paguate	1	2	0	0
Pietown	3	7	1	1
Quemado	0	0	0	0
Regina	4	5	2	3

Question 9: If you do not use the bookmobile or Books-by-Mail please tell us why.

NORTHEAST

Tres Piedras

1. Because I shop at Walden Books in the Mall de Santa Fe, NM or I order by mail.
2. We're at work and in school.
3. My eyes are not very good. I don't read much any more.
4. Bookmobile is here and gone so fast, can't usually use it those particular times.
5. Go to town library.
6. New to area.

San Cristobal

7. Don't know about it.
8. Bookmobile come when I'm at work.
9. Do not have or know schedule.
10. Lost one some years ago and I had to pay for it.
11. Not familiar with program.
12. I don't know what BBM is.

Orogrande

13. I was not aware I could use BBM?
14. Not at home enough to return books on time.

Ocate

15. I would be interested in using the BBM program if it could be Interlibrary Loan books from out-of-state libraries.
16. The bookmobile is here such a short time I usually miss it. I would like more information on BBM.
17. I am not well informed about the BBM program and how to use it.

Mora

18. Beccause of its time schedule (leaves our town too early).

Guadalupita

19. Work-schedule.
20. Hard to get to bookmobile on time; no knowledge of BBM.
21. We came to the area in June '91 and this is our 1st knowledge of this service.

Buena Vista

22. I go to the bookmobile monthly; my daughter does too.

Angel Fire

23. Ther is a very good library in Angel Fire and Taos is not too far.

EAST

San Jon

1. I did not know they were available.
2. There are none available in our area.
3. I do not know if it comes to San Jon.
4. Not familiar with schedule/program.
5. Never in town when bookmobile is.
6. Have not tried to use service.

Question 9: (Continued)

Mosquero

7. Unaware of who it really served and how to get a card.
8. The type of reading I'm doing now involves professional journals and research.
9. I didn't know anything about BBM. I would like to know more.
10. Cannot get to town when bookmobile there.

Lake Arthur

11 Saves trip into town where library is located (gasoline expensive).
12. Inconvenient.
13. This year due to arthritis throughout my spine, etc. I've been able to use the bookmobile service very little.
14. I never seem to know when it's due.
15. Not aware of bookmobile program in this area.
16. It is very difficult to get to bookmobile at 10:00 am.

Corona

17. Just moved almost a year ago.
18. The schedule is not to my liking.
19. We didn't know what the service included (I thought it was only children's books) and it comes while the father and children are at school (though the mother could go meet the bookmobile). We don't know about BBM.
20. I have to go 16 miles to make connections. BBM easier.

Causey

21. It stops 10 miles away at Causey, NM.
22. Not interested in reading of books.

Carrizozo

23. Just moved to community and found out about bookmobile service.

WEST

Regina

1. Weather.
2. Only use in summer because of time and day bookmobile comes in Regina, NM.

Pietown

3. Right now I just don't have time to read for entertainment. Having all this studying to do.
4. We keep forgetting. We go to the Springerville (AZ) library every week.
5. It is not convenient/feasible to drive in.
6. We are 2 1/2 hours from nearest town and stay home.
7. Children are in school when it comes.

Paguate

8. Do not get home in time for the bookmobile.

Bluewater

9. I don't know what day or time it is in Bluewater Village.

Blanco

10. Use public and college library--presently attending college.
11. No need.
12. I have not used the bookmobile for quite some time, due to college studies and emplyment, which doesn't leave me much time for pleasure reading.

Question 9: (continued)

SOUTHWEST

Mimbres

1. Did not know it was available here, need info.

Mayhill

2. I thought that I could not get BBM if I had access to the bookmobile.
3. Don't use BBM because was told bookmobile available. Used to use BBM.
4. Not aware of it coming to our community.
5. I love to read but I get a headache when I do.
6. We do not use any one else.
7. Don't know when it's coming.
8. Sometimes I do, sometimes miss it by time.

Cloudcroft

9. This is the first we've heard of BBM and we do not know if and when bookmobile service (comes to) Cloudcroft.
10. I don't know bookmobile schedule or location.
11. Bookmobile does not come near me (about 40 minute drive, one-way).
12. We did not know this service was available to us.
13. Unaware of BBM service.
14. I prrefer the library atmosphere and the ability to browse (lthough Alamo. library is a bit noisy).
15. We are still in the process of moving the NM. We get to Alamogordo to the public library quite often.

Central

16. Don't have a card.
17. Used to use bookmobile when young. Would like to use the BBM; haven't used BBM, cause the opportunity never arose.
18. Use the public library.
19. Too busy.
20. I'm usually not aware of the schedule, choices limited.
21. Have been at work.

Question 10: Are there any library services, programs, or materials you would like to see provided?

EAST.

San Jon.
1. More tests on job and real estate.
2. Perhaps a sewing pattern exchange.
3. None.
Mosquero.
4. I would especially like to see Books on Tape provided.
5. 0.
6. Music sheets, books on beginner music instruction, videos to lent (Classical), up to date magazines, newspapers.
Logan.
7. A few educational videos would be nice.
Lake Arthur.
8. No.
9. Maybe videos--good ones--no trash.
10. I feel our N.M. library services are very, very good.
11. Would like to see the use of public domain software for computers.
12. Quilting books.
13. Cassette services would be an excellent source.
Corona.
14. Our bookmobile people get us anything we ask for.
15. Videos by mail.
16. Books on arrowheads and Indian artifacts and painting.
17. As more large print books become available, we need them.
18. Health and purchasing information for senior citizens.
Causey.
19. None.
20. No.

NORTHEAST.
Tres Piedras.
1. Would be nice.
2. PBS or National Geographic videos (educational).
3. Yes, I would like to see college textbooks for those of us who cannot attend college and would like to study subjects from college courses.
4. Reference, how to-legal, do-it-yourself.
5. Self-improvement videos or cassettes/documentary videos.
San Cristobal.
6. Art, "music"--cultural.
7. Educational type video cassettes (VHS).
Ocate.
8. May be a few books on painting with oils or a few books on material for painting.
9. Periodicals.
10. I would be interested in using the Books-by-Mail program if it could be Inter-library Loan books from out-of-state libraries.
11. No.

Question 10: (Continued)

12. Yes. We would like videos like Nova, Discovery, Nat'l Geog., etc.
Mora.
13. Yes. More up to date books and information.
Guadalupita.
14. Sufficient.
15. Audio visuals and computer software--educational.
Golondrinas.
16. VCR tapes.
Buena Vista.
17. I would like to see a reference book on epilepsy.

SOUTHWEST.
Orogrande.
1. Audio tape lending, i.e., classical tapes.
Monticello.
2. Large print westerns.
3. I like how to books on crafts and gardening--things we can do in a rural community.
4. You used to provide little informational pamphlets--like--for different herbs and their uses--canning one I have is on canning chile.
5. Our bookmobile provides everything we require.
Mimbres.
6. Videos on nature/quilting/crafts/horse training.
Mayhill.
7. Audio and video tapes.
8. No.
9. Books on do it yourself projects.
10. No.
11. A list of materials mentioned in #7. (Christian reference and study books.)
12. AIDS--sex and your teenager--and VCR tapes.
Cloudcroft.
13. They are all available to me.
14. Tape recorded books, for those with reading disabilities.
15. To be able to check out quality videos like Anne of Green Gables.
16. More videos available on history, science, games, politics.
17. More up to date encyclopedias or other ref. books on different countries and cultures, e.g. reflecting the change from USSR to CIS.
Central.
18. Historical/archive of Grant County, New Mexico.
19. Math for junior and high school.

WEST.
Regina.
1. Perhaps instructional videos--also music books.
2. Books on tape, educational VCR's, copies of features from obscure publications--all would be worth a fee. Also contemporary advanced art and craft books.
3. Not at this time.
4. Listing of available books.

Question 10: (Continued)

5. More videos to rent on artists.
6. To continue the bookmobile service in Regina, NM. Quemado.
7. Copy machine local one not always available. Pietown.
8. Continue Bookmobile.
9. Just keep up the great work!
10. School subjects.
11. Actually the service is most need (ed) and appreciated. Paguate.
12. Different kinds of books.
13. Yes, if possible, home teaching materials. Bluewater.
14. Just keep the bookmobile in service.
15. Videos and computer programs. Blanco.
16. Large print books for impaired vision.
17. Not at the present time.
18. I havn't been inside the bookmobile.

Question 11: Please add any comments, criticisms, programs, or suggestions which you have about the Bookmobile or Books-by-Mail programs.

EAST.

Corona.

1. I would like information about books by mail. Please send books by mail information to (and catalog): Mr. Ellis Hodge, Corona, NM 88318. Thanks.

San Jon.

2. BBM has been really great for our family, It is 35 miles to the nearest big library and it is easier to browse through the catalogs and pick titles from the descriptions provided.
3. I think you're doing a good job. Thank you for this service. The workers on the Boomobile are very courteous and helpful. I appreciate them very much.
4. I think this is a great program.
5. We would like to know when it is coming to our town. You never hear when it is going to be in our area. They don't publicize it enough.
6. None.
7. The people with the bookmobile have always been helpful and courteous.
8. Would like to know more about the BBM program. (Nathan and Zerelda Biffle, Rt 1, Box 110, San Jon, 88434)
9. The bookmobile is the only way we can get fresh supply of reading and learning material and keep it long enough to learn the material in the books.
10. I think it is wonderful.
11. It's a great program and used widely in Mosquero by all ages.
12. We have enjoyed the service offered by the BBM programs as we found it was not always convenient to meet the bookmobile.
13. I know that "Books-on-Tape are provided through the library in Amarillo, Texas. With the distances that people have to drive out here it is a great use of time to be able to listen to a book while driving. "Books-on-tape" are books that are read in there entirety. We now rent them but they are quite expensive, $17.50 for 1 month rental. It would be absolutely great if you could provide them through the bookmobile or BBM.
14. Personnel are very helpful, friendly.
15. Very pleased with both! Do use BBM more than bookmobile lately.
16. Have greatly enjoyed the convenience of BBM--and so fast.

Logan.

17. We certainly appreciate the fact that there are no fines charged. A big thank you to the ladies on the Logan bookmobile--they recently mailed a copy of a book to my daughter that she had seen on Reading Rainbow and wanted very much to read. The ladies went to a lot of trouble just to please her! We feel that the bookmobile staff does a wonderful job and we appreciate all the great reading they provide. They are doing a

great service for our children. Keep up the good work!
18. The bookmobile is doing an outstanding job in this area.

Lake Arthur.

19. Bookmobile is a very good service--please continue.
20. Haven't used BBM--bookmobile only occasionally. I can never remember the dates or hours.
21. For 6 years I was a weekly participant of the bookmobile services--and still am--when I'm physically able to. The personnel on our bookmobile route were/are excellent in taking care of our reading needs. They are friendly, courteous amd very professional. Thank you for this wonderful service to the rural community. I pray this program will be able tocontinue--in spite of all the state's dropping many services, due to lack of funds.
22. I would like a Bolivian cookbook. All my efforts to locate a book like this have failed. (Melinda Jackson, Lake Arthur)
23. Sometimes the bookmobile fails to show up in a certain month, due to bad weather or because it needs to be repaired. Wouldn't it be possible to make it up on a following week. Thank you! Oh! It would be helpful if the bookmobile would come, say, on a Wednesday, sometimes. Instead of only on Tuesdays!

Corona.

24. I am very thankful for the bookmobile sevice. We are over 100 miles from any city large enough to buy books. Our school is small so funds are too, and I feel the bookmobile is a big help to any student willing to take advantage of it. (Hi Danny, we miss you)
25. We live 80 miles from a public library. BBM keeps us in touch with reading material. I use BBM to supplement our school library. This is a wonderful service. My work hours conflict with bookmobile times, but I have enjoyed their services in past years. Please continue these valuable programs for the many rural areas of the state.
26. I really apprreciate both programs. So much is made available to "ruralites" that otherwise would be unavailable. When one does get to town, they don't really have time to seek out a library. I think both programs are wonderful.
27. I have no complaints. Both are very good programs, My only problems are getting list of books on subject matter. We have a 16 yr. old grandson, so we will need more reading material during summer. Corona has no public library and a small school library. We in our home have encyclopedias and some ref. books and a good mixture of reading material, Reader's Digest, Newsweek and newspapers. But we as a (?) do read. WE DO ENJOY THE STATE LIBRARY BBM.
28. Both my wife and I will be studying by correspondence and will welcome this possibility of accessing books. Do you know of any freeware/shareware library management program suited to the Corona School library (some 400 volumes, microcomputer-based)? Thank you, Sam Dubois, Corona School, 505-8491711.
29. You are a great service that is badly needed for the rural areas of NM.
30. You're doing a great job. Thanks so much for providing us with this service.

Causey.

31. I'm well satisfied.

Question 11: (Continued)

32. I would like the bookmobile to be exchanged once in a while so we would have access to a different group of books. I enjoy the services of the bookmobile and think they do an outstanding job and service to the rural areas.

Carrizozo.

33. We live 1 1/2 miles west of US 54 at Ancho turnoff and would like to start using the bookmobile service. (No name on survey)

NORTHEAST.

Tres Piedras.

1. The Bookmobile and Books-by-Mail programs are excellent. I use the Books-by-Mail because all our family members work and/or go to school until 4:00 PM weekdays.
2. I have always been very, very pleased with the books I have received from "Books by Mail" and even more pleased that I am able to receive books in thos fashion. Thank you kindly.
3. I really enjoy the books that are provided by the Bookmobile, but find it very inconvenient that the Bookmobile comes only once a month and then only stays a short time. I much more proffered it when Georgia Kuykendall had the Bookmobile stationed at her home (which was 9 yrs ago). If we could ever do that again, I would be more than glad to have it at my house, which is on the Elementary school road, and every knows where I live.
4. I have children that use the bookmobile and others get Books-by-Mail. All seem very pleased with the services.
5. I am very pleased and enjoy BBM.
6. Like them both very much but don't manage to get to it often. Thank you for your concern about our library access.
7. I like BBM because it's so handy, and a list to chose from.

San Cristobal.

8. Please send schedule of stops and protocal for use. (G. Phil Poirier, Box 96, San Cristobal, 87564)
9. Never know when they're coming.
10. I've been a bookmobile user since the 40's! I don't take out many books, but appreciate the good and friendly service of the young men from Cimarron.
11. I greatly appreciate both programs. Whenever I have used BBM, the service has been very quick. The people involved in both programs are always very helpful and friendly.

Ocate.

12. I use the bookmobile in Ocate, NM and find it very good.
13. I was not aware of BBM. Please send me information on this service. (Patricia Littleton, PO Box 167, Ocate, 87734)
14. The bookmobile is very important tooildren. In this rural area we would not be able to get to read most of the books we have. If it's for enjoyment or for information on a certain subject.
15. My husband and I moved from Colorado to a rural area of NM just recently. I love to read so I will be using the bookmobile. I would like to rread a book titled--"Satan exposed". The name of the author is Pearle, I am not sure if that is the last or first name. Please send books on gardening and tree growing. Thanks. (no name on survey)

Question 11: (Continued)

16. I think the BBM is wonderful. BBM makes the answer to #7 "nothing".

Guadalupita.

17. Reading is educational. Bookmobile is neat!
18. Bookmobile is of great value to us because of where we live, it is difficult to get to libraries. But evenings would be better because we are not home during the day or weekdays. I believe this would help a lot of people in this community.
19. When they say they'll be there until 10:30, and I get there at 10:25 and they're gone for another month. Glad you have this service.
20. Please send information on BBM and list of books available. I live alone and have no TV. thank you. (Felmay McMurtry, Box 424, Guadalupita, 87722)
21. We hope to have your bookmobile come out to our place so that we'll be able to give you constructive comments regarding your service which we are eager to experience.

Buena Vista.

22. I used to get a list for BBM but instead I go to the bookmobile.
23. I only have praise about the bookmobile or BBM programs. As large as my family is and as varied as our interests are, these people always have been wonderful and understanding to our EVERY need. thank you for this service not only to our family, but to all the little students in the area that have no other access to reading material.

SOUTHWEST

Silver City.

1. We have a bookmobile and a public library that do an outstanding job. They'll look up whatever lind of book you need or provide you with information as to where you can obtain it.

Orogrande.

2. We use and enoy the bookmobile.
3. Your personnel are very helpful and cooperative. You have a good variety of reading material.
4. We appreciate and enjoy our bookmobile service and hope it coontinues for years to come! Thanks to you all!
5. Very pleased with bookmobile service in my area. It has been a God-send for me. Sincerely,

Monticello.

6. The bookmobile provides the only access we have to a library service. We appreciate it coming to this rural area.
7. I enjoy having the bookmobile come to our town. It's the only means I have to check out books and to read. I like the people who come with the bookmobile. Please keep it coming.
8. I'm new, but the few times I've been the librarians have been very nice and helpful. And I look forward to them coming out to Monticello, once a month.
9. Fred Barraza and Tom Ross are the ones who come to our area most often and they are very nice--extremely helpful and very well liked. You have some good people working for you. The bookmobile serves us very well. Keep it coming please.

Question 11: (Continued)

10. Our bookmobile provides a very necessary source for books--without which we would be lost!
11. The bookmobile is great for the rural citizens.

Mimbres.

12. I need a catalog of titles of books and videos available. Can you please send also a schedule of the bookmobile. (Iona Vickers, Box 132, Mimbres, 88049)

Mayhill.

13. Both programs are wonderful and the only way I and most of the people I know have access to reading material. I used to get BBM when we lived on a ranch 90 miles from town and you can not believe how important it was to my life. Keep up the good work.
14. Being as how I pay NM taxes (income and other), I feel that we should be able to use BBM as well as bookmobile. We are 40 miles from the nearest public library.
15. I think the bookmobile is great--it serves my needs quite well and it makes the single difference between my complete enjoyment of living in a rural area vs hating it.
16. The bookmobile is our only source of our readings and are the nicest people and are so helpful.
17. I think it's good for our small areas to be able to have literature to read and return at no expense. Thank you.

Cloudcroft.

18. Included is a list of some of the books I have ordered or would like to order from BBM, but usually haven't gotten them.
19. More variety.
20. A neighbor of mine uses the BBM and has ordered books for me. It's an excellent program. We live on an unpaved road, 9 miles from the highway, so it's not likely the bookmobile could come to us. But people around Mayhill apprreciate it grreatly. Both programs are good.
21. Don't know when it comes to Cloudcroft.
22. I am very pleased with the bookmobile service to Cloudcroft. This is a very important service to this community and is very much appreciated. the bookmobile employees are friendly, efficient and always willing to accomodate reading material requests.
23. I don't think that I would use the bookmobile or BBM service because I frequently am in Alamogordo and can go to the main library. HOWEVER, I do want the program continued for others in the community who have no access to other libraries.
24. No opportunity to observe.

WEST.

Regina.

1. The bookmobile comes to our area late in the month, this is ussually the time of storms here. It's difficult to get into toen when the roads are either muddy or snow-packed. A change of schedule would be very helpful.
2. I love the bookmobile service--I have been able to start a small business in arts and crafts with information I got there. The staff is very helpful--very nice people.
3. Two things have enriched my solitary confinement far beyond

Question 11: (Continued)

my expectations--the bookmobile and long nature walks. It's like Christmas eleven times a year on the 4th Tuesday! Jean Taylor, Judy and Mara are kind and patient toward all comers. Having frrequented many libraries--I've never come across such dedicated personnel. Through thhkk 1 learned how to build my own solar adobe, grow vegis the year around, heat (safely) with wood, harvest edible wild plants--and most importantly--nourish my soul! (next to "Daniel Monrreal": You must be a great boss!)

4. We really like the convenience of the Bookmobile. My son needs a book a day rread to him for school. With the bookmobile, he can have different books. Thanks.

5. Our bookmobile which comes through Regina once a month has been very useful, and willing to order any information requested (and submit by mail). The Bookmobile is really a vital service out here!

6. Sure enjoy reading all the books. Like the no pressure approach to overdue books. Makes us feel that we have your trust. Something we don't abuse.

7. Our bookmobile person is fantastic and is always such a help. Without this service I would rarely get a chance to enjoy the books I enjoy. Our own town library is so small and I've already used all its books. This is such an important part of helping people who live in the sticks! (: Thanks.

8. The bookmobile is a great program for young and old, everybody reads and being that Regina is located in a rural area, it is difficult for many people to get to a library in Alb. or Santa Fe or wherever. If the bookmobile is discontinued in this area then many people will be unable to get books to read and this would be a crime.

Pie Town.

9. The people working the bookmobile are the most courteous and helpful I have ever met.

10. Bookmobile excellent service for people in remote areas. Please continue this service.

11. I'm real happy with the service, extra care they take in searching for speciiquest books, selection of books is good and always seems to be changing--Thanks a lot!

12. I really like BBM. It lets me choose my own time for returing my library books. Sometimes it's hard enough just to get to my mailbox--but impossible to get to town to meet the bookmobile at a specific time. Thank you for BBM.

13. The service provided is most useful in that, we live 80 (one way) miles or so from a library (Public) and difficult to fit in our agenda when shopping in larger towns or leaving children unattended if we were to go just to get to a library or if closed on Sunday's/holidays. The service provided is most excellent by your personnel, most courteous and helpful, too.

14. Keep it up! Having the bookmobile come to Pie Town is a great bonus to living here!

15. We used BBM in the 50's when it was necessary for our sons to be homeschooled for 4 years and we were pleased. Mail day with a box of books was special.

16. I like the way (it) is now.

17. Thank you thank you for the BBM! I'd like more "serious" books since I don't read westerns mysteries or love lorn.

Question 11: (Continued)

Paquate.

18. How do you get BBM. I would like to know. (No name on survey)

19. This bookmobile is a wonderful "outside" world for young children, keep it up please.

Bluewater.

20. We really appreciate the service of both mobile and mail. Life is a pleasure with the advantage of reading material provided by these two. Might update the sci-fi and early indians some. The people who drive our bookmobile are very noce and also helpful. Always have a smile!

21. Need new bookmobile.

22. No criticisms. Am satisfied with both programs.

Blanco.

23. This a great service for shut-in.

COST DATA

1991/1992

RURAL SERVICES PROGRAM COSTS

Federal LSCA, Title I ----------	$	405,442.00
Federal LSCA, Title I (Pro-rated cost of bookmobiles over their 10-year life expectancy) ---		30,105.96
Local Government Contributions ----------		35,200.00
State Funds:		
Supplemental funds used for salaries ----------		35,000.00
Cost of library staff time, not a part of the program but a part of whose work is in support of the rural services --------		17,046.07
TOTAL:	$	522,794.03

UNIT COSTS:

Bookmobiles:

Cost per circulation ----------	$	2.44
Cost per registration ----------		56.77

Books-By-Mail:

Cost per circulation ----------	$	2.93
Cost per registration ----------		47.93

Combined Costs (Bookmobiles and Books-By-Mail)

Cost per circulation ----------	$	2.50
Cost per registration ----------		55.17

Supporting data available from Rural Services Director

1991/1992 STATISTICS

RURAL SERVICES - STATISTICS 1991-1992

Square miles covered: 108,338 **Persons per square mile: 2.7***

Potential Service Population: 291,318* (Excludes Bernalillo, Dona Ana and Los Alamos counties)

Registration of both programs** totals 3.2 percent of the potential service population.

RURAL BOOKMOBILE	LOCATION	REGISTERED BORROWERS	NUMBER OF STOPS	COMMUNITIES SERVED	CIRC	MILES TRAVELED
East	Tucumcari	753	31	51	38,425	19,880.0
Northeast	Cimarron-Bkm Library	1514 156	31	70	23,456 29,597	15,231.0
West	Belen	3245	28	47	44,539	21,555.0
Southwest	Ft. Bayard-Bkm Library	2013 109	29	54	38,914 6,311	20,460.0
Sub-totals		7790	123	222	181,242	77,126.0

Cost per circulation: $2.44 Average stop time: 1 hour, 35 minutes

BOOKS BY MAIL	LOCATION	REGISTERED BORROWERS	NUMBER OF STOPS	COMMUNITIES SERVED	CIRC	CATALOGS MAILED
Books by Mail	Santa Fe	1,686	N/A	N/A	27,492	8,073

Cost per circulation: $2.93 Postage 1991-92 - $5,216.00

	REGISTERED BORROWERS	NUMBER OF STOPS	COMMUNITIES SERVED	CIRC	MILES TRAVELED
TOTALS FOR RURAL SERVICES	9,476	123	222	208,734	77,126.0

*1990 U.S. Census figures
**Bookmobile and Books by Mail

RURAL BOOMOBILE EAST - TUCUMCARI

Serves nine (9) counties:

- Chaves
- Curry
- DeBaca
- Eddy
- Guadalupe
- Harding
- Lincoln
- Quay
- Roosevelt
- San Miguel

Served 753 patrons in the 1991-92 FY, 31 stops are regularly made, 51 communities are served.

Vehicle operational costs: $ 14.881.947,905.80

Miles Traveled: 19,990.0

Five years old, over 68,000 miles on odometer

BOOKMOBILE STOPS

- Capitan Smokey Bear Cafe
- Carlsbad Caversn
- Carrizozo Otero Electric
- Causey Post Office
- Conchas Dam Post Office
- Corona Post Ofice
- Elida City Hall
- Ft. Stanton Admin. Bldg.
- Grady Store
- Hondo Store
- Hope City Hall
- House Sr. Citizens
- Lake Arthur Post Office
- La Loma Clinic
- Lincoln Post Office
- Loco Hills Post Office
- Logan Sr. Citizens
- Loving Post Office
- Malaga Post Office
- Melrose Post Office
- Montoya Richardson Store
- Mosquero Post Office
- Nara Visa Post Office
- Newkirk Store
- Pep Post Office
- Quay Post Office
- Roy Post Office
- San Jon Post Office
- Solano Post Office
- Trementina Sr. Citizens
- Vaughn Fire Station

RURAL BOOKMOBILE SOUTHWEST - FT. BAYARD

Serves six (6) counties:

- Catron
- Grant
- Hidalgo
- Luna
- Otero
- Sierra

Served 2,122 patrons in the 1991-92 FY, 29 stops are regularly made, 54 communities are served.

Vehicle operational costs: $3,820.28

Miles Traveled: 20,460

Three years old, over 37,000 miles on the odometer.

BOOKMOBILE STOPS

- Animas Post Office
- Arrey Post Office
- Caballo State Park
- Casa Adobes
- Central Post Office
- Cloudcroft Post Office
- Columbus Comm. Library
- Cuchillo Post Office
- Doc Campbells
- Elephant Butte Post Office
- Gila Post Office
- Glenwood Comm. Center
- Hachita Store
- High Rolls Grocery
- Hillsboro Store
- Hurley Store
- Kingston Fire Station
- Lake Roberts Store
- La Luz Sr. Citizens Center
- Mayhill Post Office
- Mimbres Sunrise Realty
- Monticello Post Office
- Orogrande Post Office
- Pinon Store
- Playas Merchantile
- Rodeo Store
- Tularosa Post Office
- Weed Post Office
- Winston Comm. Center

RURAL BOOKMOBILE WEST - BELEN

Serves 9 counties:

Cibola	Catron
Socorro	Sandoval
Santa Fe	San Juan
Torrance	McKinley
Valencia	

Served 3,245 patrons in the 1991-92 FY, 28 bookmobile stops are regularly made, 47 communities are served.

Vechile operational costs: $8,218.25

Miles traveled: 21,555

The Rural Services program is funded by federal government.

Books are purchased with funds contributed by local goverments. It is the only source of funding for books.

Eleven years old, over 199,000 miles on odometer.

The State Library requested $90,300 from the 1992 Legislature to buy a new bookmobile. Two bills (Senate Bill 147 sponsored by Senator Ben Altamirano, and Senate Bill 204 sponsored by Senator Joseph Fidel) were introduced to appropriate the funding. The Governor's budget recommendations included the replacement vehicle. But neither bill was passed by the Legislature.

BOOKMOBILE STOPS

Apache Creek Mercantile	Ft. Wingate P.O.	Regina P.O.
Blanco P. O.	La Joya P.O.	Reserve P.O.
Bluewater P.O.	Los Lunas Training School	San Antonio Catholic Church
Crownpoint Trading Post	Luna P. O.	Shiprock P. O.
Cubero (at the Villa de Cubero)	Magdalena	Sunrise Center
Datil P. O.	Mountainair P.O.	The "Y"
Edgewood (at Library)	Paguate P.O.	Thoreau P. O.
El Morro National Monument	Pie Town P. O.	Veguita P. O.
Fence Lake	Quemado P.O.	
Fruitland P.O.	Ramah P.O.	

RURAL BOOKMOBILE NORTHEAST - CIMARRON

Serves 6 counties:

Colfax	San Miguel
Mora	Taos
Rio Arriba	Union

Served 1,670 patrons in the 1991-92 FY, 31 stops are regularly made, 70 communities are served.

Vehicle operational costs: $5,071.55

Miles traveled: 15,231

Eight years old, over 112,918 miles on the odometer.

BOOKMOBILE STOPS

Abiquiu - Bode's	Mora - Courthouse	San Jose P.O.
Buena Vista P.O.	Ocate P. O.	San Ysidro - Church
Capulin - Station	Ojo Feliz Old P.O.	Sapello - Store
Des Moines - Store	Pecos P.O.	Sena - Store
Dixon - Leboe's	Penasco - Old Chatholic Sch.	Serafina - Church
El Rito P.O.	Questa P.O.	Tecolote - Church
Folsom P.O.	Rainsville P.O.	Tierra Amarilla - Courthouse
Golondrinas - Church	Ribera P.O.	Tres Piedras P.O.
Guadalupita P. O.	Rowe P.O.	Villanueva Church
Maxwell P.O.	San Cristobal P.O.	Wagon Mound P.O.
		Watrous P.O.

VEHICLE INVENTORY

INVENTORY OF BOOKMOBILES

YEAR	MAKE/MODEL	AGE	MILEAGE	LOCATION	CONDITION
1981	Bookmobile/Ford	11 yrs.		Ft. Bayard	Used as a backup, unit is no longer dependable. It is scheduled to be sold at auction.
1982	Bookmobile/Ford	10 yrs.	197,663	Belen	This vehicle is 10 years old and is scheduled for replacement. Frequent breakdowns have resulted in canceled runs and high repair costs. Description of repairs: Alignment problems are constant, rivets on side panels need repairs, roof seals and seams are leaking. Replaced airpump, clutch assembly, new engine, starter motor, power steering pump, muffler, electrical repairs, transmission repairs, towed three times.
1985	Bookmobile/GMC	7 yrs.	111,539	Cimarron	This unit is showing wear, but is in good condition.
1988	Bookmobile/Ford	4 yrs.	66,426	Tucumcari	This unit is in good condition.
1990	Bookmobile/Bluebird	2 yrs.	35, 348	Ft. Bayard	This unit is new and in good condition.